



To: All Rental Housing Tax Credit Recipients

Notice: MFD-09-05

From: IHCD Multi Family Department

Date: March 4, 2009

Re: **Online Management System Registration Instructions**

Starting on January 1, 2009 all IHCD assisted multi-family developments, containing more than ten (10) IHCD assisted units (i.e. HOME, CDBG, Tax Credits, and Development Fund), are required to enter tenant events using IHCD's Indiana Housing Online Management rental reporting system. Tenant events include move-ins, move-outs, recertifications, student updates, household composition updates, rent updates, and transfers.

To begin using the Online Management website, the owner of the development **must** have access to the system. Once the owner submits a request for access to the online system, IHCD will verify the request and grant access. After the owner has been granted access to the Online Management system, **the owner will be the one to give access to any other users who will access the system for the development.** Owners may grant access based on an individual's job duties for the development. The following is a breakdown of system permissions and the abilities associated with the permissions:

- **Administer OC Properties:** Users full rights (except assigning themselves properties) to everything in the online system. Edit OC information and finalizing it. Also, they can manage users. Meaning you can give them the ability to assign rights to different users.
- **Edit OC Properties:** Users have the ability to Edit and View all owner certification information, but they do not have the ability to finalize.
- **View OC Properties:** Users will only be able to view the listed information, and will have no editing abilities.
- **Administer Project (Property Owner):** Users have the ability to do everything. This is only for the property owner, and can only be given by IHCD pending verification.
- **Administer 8609 Progress Reports:** Full rights to Progress reports and can manage progress reports Users.
- **Edit 8609 Progress Reports:** Ability to Edit and View Progress Reports, but cannot finalize.

30 S. MERIDIAN ST. SUITE 1000 - INDIANAPOLIS, IN 46204 - [HTTP://IHCDA.IN.GOV](http://ihcda.in.gov)

P: 317.232.7777 - F: 317.232.7778 - TF: 800.872.0371



EQUAL OPPORTUNITY EMPLOYER AND HOUSING AGENCY

State of Indiana
Lieutenant Governor
Rebecca S. Skillman



- **View 8609 Progress Reports:** Able to view the progress report information only.

The attached instructions demonstrate how to request access to the system and can be used by development owners or development personnel. Please click on: [Indiana Housing Online Management](#) or <https://ihcdaonline.com/> and complete the registration information.

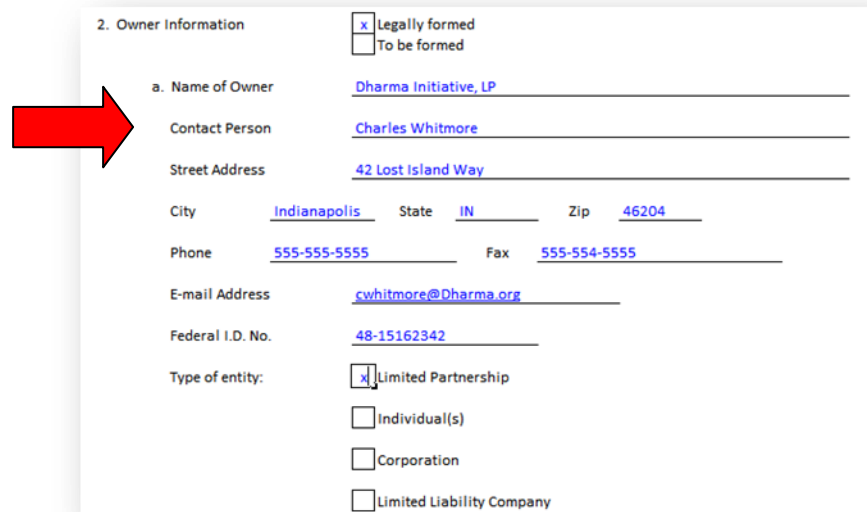


Having Trouble Getting a Web User Name or Managing Your Users???????

Web User Guide

Getting Started

1. Are you the Owner listed on the application for the requested development?



2. Owner Information

☒ Legally formed
☐ To be formed

a. Name of Owner Dharma Initiative, LP

Contact Person Charles Whitmore

Street Address 42 Lost Island Way

City Indianapolis State IN Zip 46204

Phone 555-555-5555 Fax 555-554-5555

E-mail Address cwhitmore@Dharma.org

Federal I.D. No. 48-15162342

Type of entity:
☒ Limited Partnership
☐ Individual(s)
☐ Corporation
☐ Limited Liability Company

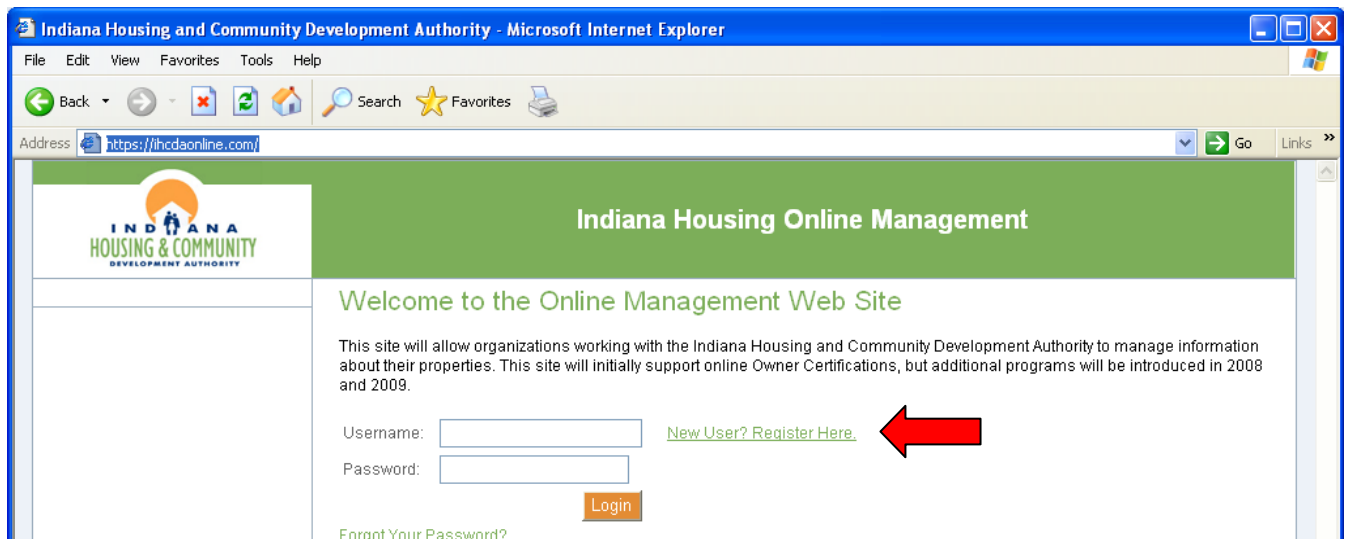
If **YES**, then you are the person in charge!

EVERY OWNER SHOULD HAVE A USERNAME AND PASSWORD

If **NO** then your owner needs to get a USER NAME and PASSWORD before you can do **anything**. *please see non-owner web users*

Owner Set Up.

1. Go to <https://ihcdaonline.com/>.
2. Click "New User Register Here"



Indiana Housing and Community Development Authority - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print

Address <https://ihcdaonline.com/> Go Links

Indiana Housing Online Management

Welcome to the Online Management Web Site

This site will allow organizations working with the Indiana Housing and Community Development Authority to manage information about their properties. This site will initially support online Owner Certifications, but additional programs will be introduced in 2008 and 2009.

Username: Password:

[New User? Register Here](#) 

[Forgot Your Password?](#)

Fill out the Necessary contact information.

Registration
In order to gain access to this website, you must register.

First Name:	<input type="text" value="Charles"/>
Last Name:	<input type="text" value="Whitmore"/>
Organization:	<input type="text" value="Dharma Initiative"/>
Organization Address:	<input type="text" value="42 Lost Island Way"/>
City:	<input type="text" value="Indianapolis"/>
State:	<input type="text" value="IN"/>
Zip Code:	<input type="text" value="46204"/>
Telephone:	<input type="text" value="555-555-5555"/>
Fax (optional):	<input type="text" value="555-554-5555"/>
Property Owner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
E-mail:	<input type="text" value="cwhitmore@Dharma.org"/>
Username:	<input type="text" value="cwhitmore@Dharma.org"/>
Password:	<input type="password" value="••••••"/>
Confirm Password:	<input type="password" value="••••••"/>

If you are an *owner be sure to check this tab-----

*(owner listed on the application)

Note: this is **NOT** if you work for the owner or owner organization!!!!

Request Access to all the properties that you are listed as the *owner.

Please enter a property BIN number or Award number. For example, enter IN-99-9999 or HM-999-9999. If there are multiple buildings for a property, please only enter the FIRST BIN. You do NOT need to enter every BIN for a property.

BIN or Property Award Number:	<input type="text" value="IN-09-99999"/>	<input type="button" value="Add"/>	<div><div>IN-99-12345</div><div>IN-99-54321</div></div>
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After you have added all of your properties, hit the submit button.

IHCDA will then process your request, by verifying that indeed you are the owner. IHCDA **DOES NOT PROCESS REQUESTS FOR NON-OWNERS**. If you selected the owner tab, and are not the listed owner on the application, your request will be **DENIED**.

NOTE: OWNERS YOU ARE RESPONSIBLE FOR MANAGING YOUR USERS, IT IS VERY IMPORTANT THAT YOU HAVE A USERNAME AND ACCESS TO ALL OF YOUR PROPERTIES.

There is a managing users feature. This will allow you to give access and special privileges to certain users. Some of these privileges include the ability to manage users themselves. This allows you to push the responsibility off onto your managers.

Managing Your Users

Once you have access to your properties you will be able to assign “user privileges”.

You will be able to give access to your properties to anyone that has a username and password in IHCD's system. If there is a person that you wish to give access to that does not have a username they must get one before you can assign them their privileges.

(non-owner usernames will be covered further down)

When you log will have the ability to select:

Owner Certifications or
Progress Reports

Select whichever is applicable. For this example we will use “Owner Certifications”

Once you have selected “owner certifications” you will see a list of all the properties that you have access to. On the left hand side of the screen is a link that says “manage users” select it.

The screenshot shows the IHCD online portal in Microsoft Internet Explorer. The address bar displays <https://ihcdaonline.com/OwnerCert/Properties2.aspx>. The page features a sidebar on the left with links: [Request another property](#), [My Profile](#), [Manage Users](#) (highlighted with a red arrow), and [Return To Programs Listing](#). The main content area is titled 'Properties Listing' and contains a table of properties assigned to the user.

Property Name	Status	Award Number	Num Buildings	Num Units	Eff Date
1047 N Centennial/3231 W 11th Ave.	Active	IN-94-11600	1	0	2009
1047 N Centennial/3231 W 11th Ave.	Active	IN-94-11600	1	0	2008
1047 N Centennial/3231 W 11th Ave.	Active	IN-94-11600	1	0	2007
16th Street Apartments	Finalized	TF-96-02, CH-950-046	9	6	2008
16th Street Apartments	Completed	TF-96-02, CH-950-046	9	6	2007
1994-1995 Rental Project (Scattered Site)	Finalized	CH-940-011	9	10	2008
1994-1995 Rental Project (Scattered Site)	Completed	CH-940-011	9	10	2007
1996 Rental Project (scattered site)	Finalized	HM-502-005	25	14	2008
1996 Rental Project (scattered site)	Active	HM-502-005	25	14	2007
2005 Rental Project	Finalized	CV-004-013, CH-004-010	18	17	2008
2005 Rental Project	Active	CV-004-013, CH-004-010	18	17	2007
2007 Homebuyer Initiative/Habitat for Humanity in	Active	HM-006-007	6	0	2007

Below the table is a 'Message Board' section.

This will bring up your “user account management” screen.



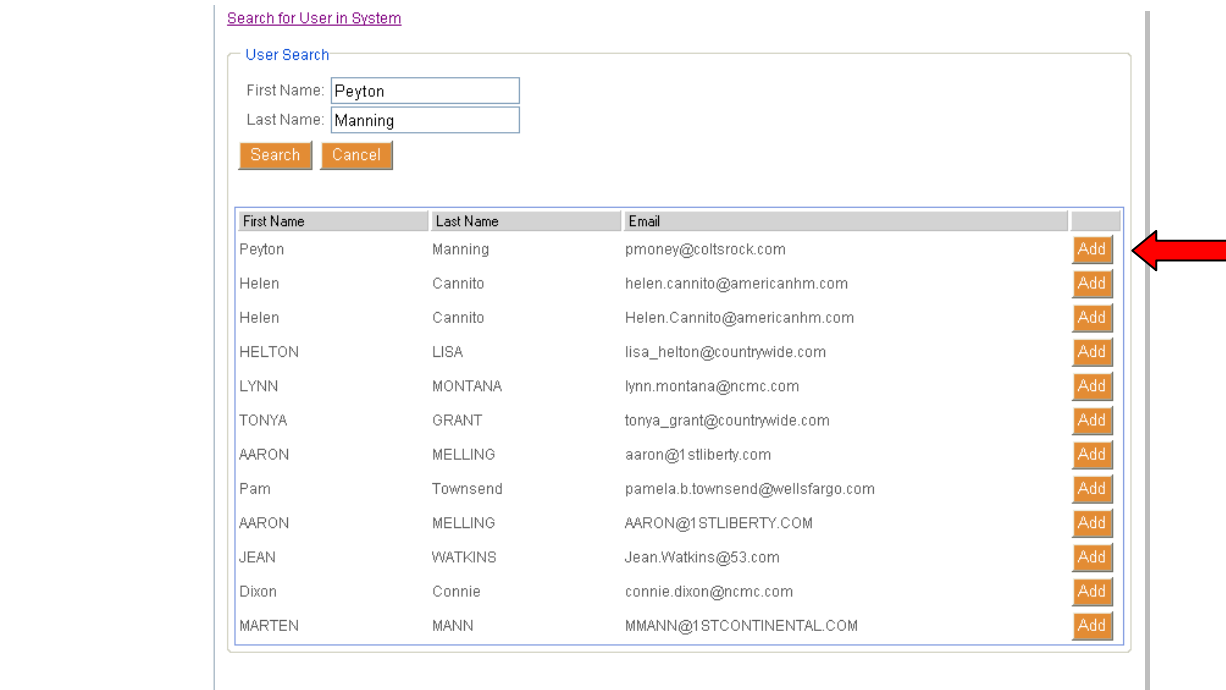
- If you already have users that you can manage select the drop down box.
- If you need to assign rights to a new user, select “Search for User in System”

Note: you can only search for users that have registered usernames in the system. Make sure your user has a username and password. If not they must register as a “non-owner” user first. Once they request on of your properties, you will get an email notification.

Searching for Users in System

Type the first and last name of the user and hit “Search”.

Hit the “add” button on the right side of the screen to add that user to your list.



First Name	Last Name	Email	
Peyton	Manning	pmoney@coltsrock.com	Add
Helen	Cannito	helen.cannito@americanhm.com	Add
Helen	Cannito	Helen.Cannito@americanhm.com	Add
HELTON	LISA	lisa_helton@countrywide.com	Add
LYNN	MONTANA	lynn.montana@ncmc.com	Add
TONYA	GRANT	tonya_grant@countrywide.com	Add
AARON	MELLING	aaron@1stliberty.com	Add
Pam	Townsend	pamela.b.townsend@wellsfargo.com	Add
AARON	MELLING	AARON@1STLIBERTY.COM	Add
JEAN	WATKINS	Jean.Watkins@53.com	Add
Dixon	Connie	connie.dixon@ncmc.com	Add
MARTEN	MANN	MMANN@1STCONTINENTAL.COM	Add

This screen will allow you to assign specific privileges to that user and to what properties.

[Return to Properties Listing](#)

User Account Management

Select User to Modify:
Peyton Manning ▼

[Search for User in System](#)

Permissions For: Peyton Manning

Property	Permission	
▼	▼	<input type="button" value="Add"/>

- Administer OC Properties
- Edit OC Properties
- View OC Properties
- Administer Project (Property Owner)
- Administer 8609 Progress Reports
- Edit 8609 Progress Reports
- View 8609 Progress Reports

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What do these privileges mean????

Administer OC Properties: Users full rights (except assigning themselves properties) to everything in the online system. Edit OC information and finalizing it. Also, they can manage users. Meaning you can give them the ability to assign rights to different users.

Edit OC Properties: Users have the ability to Edit and View all owner certification information, but they do not have the ability to finalize.

View OC Properties: Users will only be able to view the listed information, and will have no editing abilities.

Administer Project (Property Owner): Users have the ability to do everything. This is only for the property owner, and can only be given by IHCD pending verification.

Administer 8609 Progress Reports: Full rights to Progress reports and can manage progress reports Users.

Edit 8609 Progress Reports: Ability to Edit and View Progress Reports, but cannot finalize.

View 8609 Progress Reports: Able to view the progress report information only.

Non-Owner Web Users

IHCDA does not approve or process these requests. This is the property owners responsibility.

If you are non-owner, without a username and password, follow these steps:

1. Go to <https://ihcdaonline.com>
2. Select the "New User Register Here".
3. Fill out the necessary contact info. →
4. Select "no" to Property Owner question.
DO NOT SELECT YES, you will be denied.
5. Add all the properties you would like access to and hit submit. This will send an email to the owner letting them know you want access.

Note: if the owner does not have a username you will not be given access.

Please enter a property BIN number or Award number. For example, enter IN-99-9999 or HM-999-9999. If there are multiple buildings for a property, please only enter the FIRST BIN. You do NOT need to enter every BIN for a property.

BIN or Property Award Number:

Registration

In order to gain access to this website, you must register.

First Name:

Last Name:

Organization:

Organization Address:

City:

State:

Zip Code:

Telephone:

Fax: (optional)

Property Owner? ☒ Yes ☐ No ←

E-mail:

Username:

Password:

Confirm Password:

Already have a Username? Want access to a new/another property?

This can be solved two ways.

1. Ask your owner to give you access to the property.
 - a. An owner can assign rights to their property to anyone that has a username.
2. Select the "request another property" link on your Properties Listings page.

[Request another property](#)
[My Profile](#)
[Manage Users](#)
[Return To Programs Listing](#)

Properties Listing

Properties Assigned to you:

Property Name	Status	Award Number	Num Buildings	Num Units	Eff Date
1047 N Centennial/3231 W 11th Ave.	Active	IN-94-11600	1	0	2009

3. Add the needed BIN#'s of the properties, select "no" for owner question and hit "Submit".

Please enter a property BIN number or Award number. For example, enter IN-99-9999 or HM-999-9999. If there are multiple buildings for a property, please only enter the FIRST BIN. You do NOT need to enter every BIN for a property.

If you are applying for access to more than one property, owner and non-owner access requests must be done separately.

Property Owner? ☐ Yes ☒ No

BIN or Property Award Number: